

M. K. "Ken" & Verlene Paxton

Lexington, SC

Phones:

Email:

April 12, 2021

RECEIVED

APR 14 2021

PSC SC  
MAIL / DMS

PUBLIC SERVICE COMMISSION OF SC & BLUE GRANITE WATER COMPANY  
101 Executive Center Drive, Ste 100 P.O. Box 11025  
Columbia, SC 29210 Lewiston, ME 04243-9476

RE: Blue Granite Water Company  
Formerly Carolina Water Service  
Account #

Gentlemen & To Whom it may concern:

My wife & I have lived at the above address since April of 1991. During that time, we have received water service originally from Carolina Water Service and subsequently by Blue Granite Water Company. I have dealt with multiple utility companies in NC & SC, but never one more inadequately managed as the two referenced companies. Communicating with both of them is an exercise in futility!

I am attaching a two page excel spreadsheet detailing, month by month from May 1991 to April 2021. I believe you will agree this details a most ludicrous record of water service (gallons & price) in the Silvercreek Sub-division in Lexington, SC. There have been numerous other complaints by other residents!

To Blue Granite, I would simply ask when are you going to "GET YOUR ACT TOGETHER AND MANAGE what is supposed to be a public utility service, but in fact is the poorest management of a utility I have witnessed in over 76 years.

To the Public Service Commission of SC, I simply am going to ask, "HOW LONG ARE YOU GOING TO TOLERATE AND CONDONE SUCH POOR MANAGEMENT OF A PUBLIC UTILITY?"

I trust that I will have a response from each of you in a reasonable time...1-2 weeks. I also hope that some positive improvement will be promptly made.

Respectfully & Expectantly,

*M.K. Paxton*  
M.K. "Ken" Paxton